

The Public Service Commission State of South Carolina

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Clerk's Office
Phone: (803) 896-5100
Fax: (803) 896-5199

March 13, 2018

Ms. Judith D. McDonagh
_____, Private
Lexington, South Carolina 29073

Dear Ms. McDonagh,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2017-292-WS - Application of Carolina Water Service, Incorporated for Approval of an Increase in Its Rates for Water and Sewer Services

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can also follow Docket No. 2017-292-WS at this link: <https://dms.psc.sc.gov/Web/Dockets/Detail/116450>.

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,


Deborah Easterling
Executive Assistant

March 12, 2018

RECEIVED

MAR 13 2018

PSC SC
MAIL / DMS

The Public Service Commission
Attention: Clerk's Office
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Dear Members of the Public Service Commission:

I have been a customer of Carolina Water Service (CWS) since 1979—39 years. Over the years we have had many issues with CWS. Several of the issues are listed below:

Quality of water. Sometimes it smells like sewer water when taking a shower. In years past tub water would be gray and when sterilizing bottles for my children, there would be a gooey substance in the pot and on the bottles.

We received a letter on a chemical in the water that would cause cancer. My husband died of esophageal cancer—contributing factor of drinking this water?

The cost of this disgusting water is outrageous. I do not have a pool. I do not allow myself the luxury of taking a spa bath. I do not water my grass. I do not leave the water running while I am washing dishes nor while I am brushing my teeth. MY MONTHLY BILLS ARE STILL OUTRAGIOUS. I do not know how else to cut back. My monthly bills can run from \$60.00 to \$90.00 a month. Nothing changes in my usage.

Early on, CWS contributed the increases to filters, pipes, etc. However, there was never any change in the quality of water.

Now that the Town of Lexington has taken over the sewer service, I am guessing CWS has to find a way to make up for that loss of revenue.

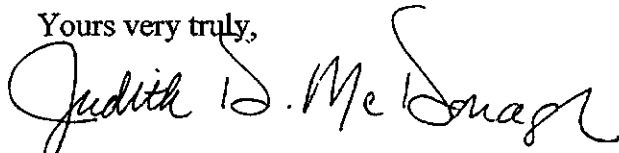
There have been several mistakes over the years on my bills. I have called and been tortured by the customer service department. On one occasion, I was lucky to speak with a polite individual and she agreed that there was a mistake on my bill. In my favor. She said she knew exactly what the issue was. So why did they send out bills if they knew there was an error?? What about all the other residents who did not challenge their bills??

I am requesting you to **NOT** approve an increase for CWS. If you are fortunate enough to not be on their service, you have not a clue as to the situation. I truly would like, as does the majority of residents who are on this service, to see CWS run out of town. You have the power to do that!! Town of Lexington should take over both the water

distribution and sewer. Or perhaps West Columbia. I can guarantee you would have a majority of happy customers.

Thank you all for taking the time to read this lengthy letter but I felt compelled to speak up about this request for an increase by CWS. If you need any additional information, please do not hesitate to let me know.

Yours very truly,

A handwritten signature in black ink, reading "Judith D. McDonagh". The signature is fluid and cursive, with the first name "Judith" being the most prominent.

Judith D. McDonagh

Lexington, SC 29073